

BUSINESS MEETING MANAGEMENT CONCEPTS (590)

—OPEN EVENT—

REGIONAL – 2015

DO NOT WRITE ON TEST BOOKLET

TOTAL POINTS _____ (500)

Failure to adhere to any of the following rules will result in disqualification:

- 1. Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.**
- 2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.**
- 3. Electronic devices will be monitored according to ACT standards.**

No more than 60 minutes testing time

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1. Which of the following is *not* an element of the external environment when planning a meeting or conference?
 - a. current hotel personnel
 - b. culture
 - c. economy
 - d. government regulations

2. _____ exposes a group of people to a problem and then allows them to generate ideas for a solution.
 - a. Brainstorming
 - b. The maximum group technique
 - c. The Sophia technique
 - d. Brainwriting

3. Problem solving
 - a. is the same as decision making.
 - b. always involves decision making.
 - c. involves creating alternatives to reach a goal or objective.
 - d. should not be delegated to employees.

4. The external environment
 - a. deals with anything that is within the organization.
 - b. concerns factors that are under the control of the organization.
 - c. rarely impacts meetings.
 - d. involves factors beyond the organization's control.

5. _____ looks at the weaknesses and strengths of possible venues for a meeting.
 - a. Benchmarking
 - b. SWOT analysis
 - c. Environmental scanning
 - d. Scenario building

6. _____ are *not* included in the external environment for meeting planning.
 - a. Demographic trends
 - b. Cultural trends
 - c. Economic trends
 - d. Company financial trends

7. _____ is a planning process whereby an organization learns from the “best practices” within the industry or other successful companies.
 - a. Benchmarking
 - b. SWOT analysis
 - c. Environmental scanning
 - d. Scenario building

8. The _____ of the group planning a meeting reveals its purposes for existence.
 - a. objective
 - b. mission
 - c. internal environment
 - d. goal

9. Orientation in the meeting-planning industry
 - a. is important for new employees.
 - b. is necessary for successful teams.
 - c. helps workers feel comfortable with their jobs.
 - d. all of the above.

10. Staff development in the hospitality industry
 - a. is fully taken care of through orientation.
 - b. is necessary due to the latest technology.
 - c. is rarely upbeat.
 - d. should be optional for employees.

11. Empowered employees
 - a. rise up against the company.
 - b. are given more decision-making opportunities within the company.
 - c. are strictly supervised.
 - d. need more self-esteem.

12. _____ leadership often results in a decline in employee performance.
 - a. Situational
 - b. Democratic
 - c. Autocratic
 - d. Open

13. Situational leaders in the meeting-planning industry
 - a. understand the importance of inflexibility.
 - b. maintain the same leadership style for all situations.
 - c. ignore individual employee strengths.
 - d. have the ability to make quick decisions.

14. Meeting Planner Principles is the Code of Ethics for the
 - a. Convention Visitors Bureau.
 - b. Meeting Professionals International.
 - c. Event Professionals International.
 - d. Meeting Planners Incorporated.

15. When planning food and beverage for an event, you will meet with the
 - a. general manager.
 - b. conference coordinator.
 - c. convention planner.
 - d. catering manager.

16. The building or location where a meeting is held is called the
 - a. event locale.
 - b. venue.
 - c. convention center.
 - d. gathering place.

17. Venues for many large association meetings are planned five years in advance. This is an example of _____ planning.
 - a. strategic
 - b. intermediate
 - c. situational
 - d. short-term

18. Video allows people at two or more distant location to conduct two-way communication through video and audio. This type of meeting is classified as
 - a. teleconferencing.
 - b. e-conferencing.
 - c. a webcast.
 - d. virtual conferencing.

19. The best tool to promote events to a mass market is the
 - a. webcast.
 - b. chat room.
 - c. website.
 - d. blog.

20. The best incentive for meeting volunteers is
 - a. positive recognition.
 - b. power.
 - c. money.
 - d. special uniforms.

21. _____ prevents discrimination against people with disabilities.
 - a. The Americans with Disabilities Act
 - b. The EEOC
 - c. Title IX
 - d. ERA

22. The financial statement for a meeting that shows revenue and expenses is the
 - a. cash flow statement.
 - b. budget.
 - c. balance sheet.
 - d. W-4 form.

23. The most popular instrument to gain feedback from meeting participants is the
 - a. casual conversation.
 - b. interview.
 - c. survey.
 - d. follow-up calls.

24. Individuals attend conferences and other meetings to
 - a. network.
 - b. learn new strategies.
 - c. relax.
 - d. all of the above.

25. The first important step for organizing a highly successful event is
 - a. selecting an exciting venue.
 - b. creating an awesome marketing plan.
 - c. defining clear goals and measurable objectives.
 - d. setting a realistic budget.

26. The long-term plan of action for future organization's conferences is called
 - a. strategic planning.
 - b. mission generation.
 - c. management strategy.
 - d. program of work.

27. _____ is the purpose of a company, organization or person—its reason for existing.
- Objective
 - Mission Statement
 - Program of Work
 - Code of Ethics
28. The program outline does *not* include
- topics.
 - meeting content.
 - potential speakers.
 - feedback from participants.
29. Hotel rooms held or marked for a special meeting or conference are called a
- reserved set.
 - block of rooms.
 - revenue rooms.
 - walk-in rooms.
30. Some individuals attend meetings for continuing education and receive a(n) _____ to validate their attendance.
- receipt
 - award
 - certificate of attendance
 - diploma
31. An example of an ancillary program in conjunction with a meeting is
- the opening session speaker.
 - the awards luncheon.
 - brainstorming sessions.
 - sightseeing tours.
32. Specific, measurable, and prioritized goals are called
- mission statements.
 - code of ethics.
 - objectives.
 - long-term plans.
33. The most economical time to schedule a conference for participants is during
- shoulder periods.
 - peak season.
 - summer.
 - weekdays.

34. All people affected by an event or meeting are called
- customers.
 - participants.
 - members.
 - stakeholders.
35. Barrier-free rooms are
- always located on the first floor.
 - have sliding doors opening to the outdoors.
 - accessible to people with disabilities.
 - easily accessible from the busy roadway.
36. Communication at meetings will *not* be enhanced when
- group members can see one another.
 - all participants can see the leader.
 - all participants can see the visual aids clearly.
 - when an autocratic leadership style is used.
37. The meeting seating arrangement that best allows the leader to control the discussion is a(n)
- round table or circle layout.
 - rectangle table layout.
 - u-shaped arrangement.
 - classroom set up.
38. An official U.S. document granting citizens permission to travel outside the United States is a(n)
- passport.
 - visa.
 - itinerary.
 - consulate.
39. The leader of a meeting
- does not need to be familiar with the background material for the meeting.
 - should not ask questions during the meeting.
 - should make the goals of the meeting clear to all participants.
 - should not be concerned about ending the meeting on time.
40. A meeting of three or more people in different locations using a telecommunications system is a
- quorum.
 - consensus.
 - teleconference.
 - consulate.

41. Offering a wealth of ideas or suggestions is
- networking.
 - brainstorming.
 - brainwriting.
 - delegating.
42. Standards for proper behavior are called
- common sense.
 - rules of order.
 - etiquette.
 - public relations.
43. The meeting room set up best suited for participants taking notes is the
- classroom style.
 - crescent rounds.
 - theater style.
 - conference style.
44. A meeting should be called
- anytime your group needs to share information.
 - at least once each day.
 - when a meeting is the best way to achieve your objective.
 - rarely, because it usually is a waste of productive time.
45. Which of the following is *not* an important item to include on the meeting agenda?
- issues to be discussed
 - refreshments that will be served
 - start and end time
 - preparedness expectations of participants
46. A one-day meeting to teach participants a new policy or skill is called a
- workshop.
 - seminar.
 - colloquium.
 - convention.
47. The meeting planner for a major convention will submit a(n) _____ several years in advance to determine where the meeting will take place.
- RFP (request for proposals)
 - contract
 - invoice
 - agenda

48. The meeting agenda

- a. should be distributed at the meeting.
- b. should be distributed at least one day before the meeting.
- c. should be distributed at least two weeks before the meeting.
- d. is usually not read in advance by meeting participants.

49. Your professional appearance

- a. has little impact on your meeting performance.
- b. has great impact on your meeting performance.
- c. will not influence personal accomplishment at a meeting.
- d. will divert attention from what needs to be accomplished at the meeting.

50. A document providing the reader with a concise record of what took place at a meeting is called

- a. an action plan.
- b. an agenda.
- c. minutes.
- d. an itinerary.